

Ref no: 143070717
From: Commercial
Date: 07/07/17
Subject: Hardware Maintenance Cost

REQUEST

I would like to request the following breakdown of the NHS Trust's hardware maintenance and costs:

A list of the models of the physical servers, storage devices, tape libraries, network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment. Could you also supply the names of the suppliers of aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts

RESPONSE

St Helens and Knowsley Teaching Hospitals NHS Trusts Information Technology Services is provided by St Helens and Knowsley Health Informatics Service (STHKHIS). STHKHIS is a shared service and as a result provides benefits to its partners as it is able to purchase hardware in large quantities which represents economies of scale. Therefore we are only able to provide you with the technical details you require in relation to our hardware and maintenance details and not the financials as this is split across our partners.

SAN Storage

EMC VNX 5800

EMC Isilon

Contract Details

Supplier: DELL/EMC Support

Contract Start Date: 01/11/2014

Contract End Date: 01/11/2018

Type: Break-Fix

Server/Network

Cisco ASA 5505

Cisco ASA 5510

Cisco ASA 5512

Cisco Nexus N2K

Cisco N5000

Cisco UCS C210M2

Cisco Catalyst 3560

Cisco Catalyst 3560V2

Cisco Catalyst 3750

Cisco Catalyst 6500

Cisco ISE 3315

Contract Details

Supplier: BT IT Services

Contract Start Date: 01/04/2014

Contract End Date: 31/03/2019

Type: Break-Fix

Person responsible for the maintenance support contracts: Malcolm Gandy